

Position Description

Read each heading carefully before proceeding. Make statements simple, brief, and complete. Be certain the form is signed. Send the original to the Office of Personnel Services.

CHECK ONE: ☐ NEW POSITION ☐ EXISTING POSITION ☒ UNCLASSIFIED

Part 1 - Items 1 through 12 to be completed by department head or personnel office.

1. Agency Name Department for Children and Families		9. Position No. K0233165	10. Budget Program Number 21511		Agency Number
2. Employee Name (leave blank if position vacant)			11. Present Class Title (if existing position) Public Service Administrator		
3. Division Kansas Rehabilitation Services			12. Proposed Class Title		
4. Section	For Use By Personnel Office	13. Allocation		Position Number	
5. Unit Disability Determination Services		14. Effective Date			
6. Location (address where employee works) City Topeka County Shawnee		15. By	Approved		
7. (circle appropriate time) Full time Perm. Inter. Part time Temp. % Regular	16. Audit Date: By: Date: By:				
8. Regular hours of work: (circle appropriate time) FROM: : 8:00AM To: 5:00PM	17. Audit Date: By: Date: By:				

PART II - To be completed by department head, personnel office or supervisor of the position.

18. If this is a request to reallocate a position, briefly describe the reorganization, reassignment of work, new function added by law or other factors which changed the duties and responsibilities of the position:

19. Who is the supervisor of this position? (person who assigns work, gives directions, answers questions and is directly in charge)?

Name

Title

Position Number

R. Erik Just

Public Service Executive

K0226768

Who evaluates the work of an incumbent in this position?

Name

Title

Position Number

same

20. a) How much latitude is allowed employee in completing the work? b) What kinds of instructions, methods and guidelines are given to the employee in this position to help do the work? c) State how and in what detail assignments are made.

The incumbent uses moderate latitude for making decisions in accordance with established policies and must plan, organize and prioritize work to accomplish desired results and meet deadlines.

21. Describe the work of this position using the page or one additional page only. (Use the following format for describing job duties):

What is the action being done (use an action verb); to **whom** or **what** is the action directed (object of action); **why** is the action being done (be brief); **how** is the action being done (be brief). For each task state: Who reviews it? How often? What is it reviewed for?

Number Each Task and Indicate Percent of Time and Identity each function as essential or marginal by placing an E or M next to the % of time for each task. Essential functions are the primary job duties for which the position was created and that an employee must be able to perform, with or without reasonable accommodation. A marginal function is a peripheral, incident of minimal part of the position.

No. Each Task and Indicate Percent of Time	E or M	<p>The person in this position has access to protected health information (PHI) under the provisions of the Health Information Portability Act of 1996 (HIPAA) Privacy Rule. PHI must be treated in accordance with the provisions of the HIPAA Privacy Regulation including the requirements for safeguarding, releasing and recording the release of such information. The person will receive training in the provision of the HIPAA Privacy Regulations as they relate to the duties of this position and has signed a confidentiality agreement.</p> <p>In addition to the tasks listed below, the incumbent is expected to communicate the Mission, Vision and Guiding Principles of the agency to peers, clients and the public; identify personal strengths and developmental needs to increase job performance and long-term career growth. Continually analyze work processes, seek new approaches and make recommendations to enhance efficiency and effectiveness of the agency. Works in a harmonious and cooperative fashion with other staff to provide efficient and effective customer service. Uses free time as available to assist other staff in the completion of work assignments. Contributes to a positive work environment through a positive, helpful, courteous demeanor towards staff, clients, and the general public. Adheres to appropriate standards of conduct regarding the use of leave and reports to work on time.</p>
1. 35%	E	<p>Information Technology/Telecom Supervisor: Manages the DDS IT Unit staff and processes including the DDS Help Desk. DDS IT consists of a complex, medium sized TCP/IP protocol, token ring LAN and AS-400. DDS maintains all hardware and software systems as provided by/required by SSA. Incumbent provides leadership for the DDS ramp up process for the SSA Disability Case Processing System (DCPS). Incumbent ensures that ITU maintains all DDS servers and systems software; coordinates contacts with vendors and others to correct any problems; insures the ITU maintains data integrity and performs system backups to protect mission critical systems. Incumbent documents and reports on ITU activities to the DDS Director and serves as an auxiliary member of the DDS Leadership Team. Provides administrative management of the DDS IT Help Desk; ensures that a database of problems and resolutions are maintained. May provide training to end users. Incumbent has lead responsibility for recommending hardware and software additions and changes; sets priorities and objectives for IT staff and for DDS IT processes. Incumbent primarily performs as a first line supervisor responsible for the performance of subordinates but is also to increase personal technical knowledge. Interviews/ hires for vacant positions, and inner-office promotions, evaluates and evaluates performance of those supervised writes/revises performance standards performs EEO functions, initiates and follow through with disciplinary actions, leading to termination procedures when appropriate.</p>
2. 20%	E	<p>IWS/LAN and AS-400 Administration: Manages and supports a complex, medium sized, TCP/IP protocol and Windows Vista/7, Token-Ring local area network. Maintains network servers and system software. Applies updates to current software, tests the effectiveness of installed programs. Locates and isolates configuration problems associated with network servers and/or clients connected to these servers. Analyzes and troubleshoots system hardware/software problems, and utilizes independent judgment to develop and implement solutions that minimize lost data, system damage, and user processing time. Contacts vendors and others to correct any problems. Executes system re-initializations, back-up and restore. Installs, configures or arranges installation of hardware. Functions as lead technical support for a client/server, local area network. Functions as lead technical support of the iSeries. Insures data integrity and performs system backups to protect mission critical systems.</p>
3. 15%	E	<p>IT Help Desk: Provides technical assistance to DDS users; answers questions via the DDS help desk daily; responds to email requests for assistance; Provides user support for computer hardware, case processing software, printing issues, e-mail and all other DDS computer systems and software packages. Provides guidance and training to employees.</p>
4. 10%	E	<p>Information Technology Management: Documents and reports information technology infrastructure and data processing activities. Reads technology publications to keep abreast of new announcements and alternative uses for computer technology. Develops recommendations and advises supervisor on computer system</p>

		hardware needs, software needs, and procedure improvements. Coordinates information technology projects with DDS administrative personnel by personal contacts, phone calls, or written memos in order to establish new projects and their priorities.
5. 10%	E	Problem solving and Trouble Shooting: Implements unit policies and procedures to ensure the efficient and timely processing of ongoing IT/Telecommunication projects. Confers with ITU in the review of unit operations to maintain a common understanding and to assess the need for further training or communication. Recommends new approaches or modifications to existing procedures based on ongoing assessment of program needs. Calls in CAPRS tickets to the national help desk.
6. 10%	E	Human Resources: Interviews/ hires for vacant positions, and inner-office promotions, evaluates and evaluates performance of those supervised writes/revises performance standards performs EEO functions, initiates and follow through with disciplinary actions, leading to termination procedures when appropriate. Agency IT Liaison: Acts as representative of the agency with Social Security Administration related to Information Technology, state government, medical/ other sources of evidence, claimants and the general public to maintain good customer service and public relations. Monitors and provides feedback to staff about their handling of inquiries and interactions with customers and stakeholders to ensure that they are handled appropriately.

22. a. If work involves leadership, supervisory, or management responsibilities, check the statement which best describes the position:

- () Lead worker assigns, trains, schedules, oversees, or reviews work of others.
 (X) Plans, staffs, evaluates, and directs work of employees of a work unit.
 () Delegates authority to carry out work of a unit to subordinate supervisors or managers.

b. List the names, class titles, and position numbers of all persons who are supervised directly by employee on this position.

Name	Title	Position Number
Public Service Administrator 2		K0064096
Public Service Administrator 1		K0071201
Public Service Administrator 1		vacant
Public Service Administrator 1		vacant

23. Which statement best describes the results of error in action or decision of this employee?

- () Minimal property damage, minor injury, minor disruption of the flow of work.
 (X) Moderate loss of time, injury, damage or adverse impact on healthy and welfare of others.
 () Major program failure, major property loss, or serious injury or incapacitation.
 () Loss of life, disruption of operations of a major agency.

Please give examples.

Failure to manage the IT Unit effectively could result in DDS being unable to process cases, creating delays in decisions and benefit payments. Inadequate systems input could result in a compromise of the integrity of the DDS or Social Security electronic records system. Failure to maintain compliance with federal performance standards for claims process could jeopardize continued state administration of the program. Failure to properly perform the duties of this position could result in the incorrect payment by supervisees or the denial of claims, delays in agency processing time, and decreased agency accuracy rates. Significant expenditures of federal funds rest on each decision. Significant expenditures of agency funds are made in the development of each disability claim. Thus, there is potential to inappropriately spend large sums of tax dollars.

24. For what purpose, with whom and how frequently are contacts made with the public, other employees or officials?

Regularly contacts DDS employees and SRS/SSA employees to exchange information or provide direction. Contacts SRS and SSA employees for information and assistance in the execution of IT and/or administrative activities and the routine transaction of business. Advises and confers with the Director of DDS periodically regarding the agency's IT status and to report on work in progress or provide the status or results of special studies and assignments.

25. What hazards, risks or discomforts exist on the job or in the work environment?

Eye strain due to daily usage of PC
 Stress due to high volume of work
 Stress of meeting deadlines.
 Care must be taken when lifting and moving PC equipment.

26. List machines or equipment used regularly in the work of this position. Indicate the frequency with which they are used:

Daily use of computer, calculator, fax machine, telephone, copiers.

PART III - To be completed by the department head or personnel office

27. List the minimum amounts of education and experience which you believe to be necessary for an employee to begin employment in this position.

Education - General

Two years of experience in providing direction necessary to implement the objectives of an agency, program or organizational unit. Education may be substituted for experience as determined relevant by the agency.

Education or Training - special or professional

Computer science degree or equivalent experience and 2 years' experience supervising other IT staff in a distributed network environment configuring and installing/replacing software, hardware, and connecting peripherals. Education may be substituted for experience as determined relevant by the agency.

Licenses, certificates and registrations

Special knowledge, skills and abilities

Experience with maintaining an iSeries (AS/400). Computer science degree or equivalent experience.

Experience - length in years and kind

28. SPECIAL QUALIFICATIONS

State any additional qualifications for this position that are necessary either as a physical requirement of an incumbent on the job, a necessary special requirement, a bona fide occupational qualification (BFOQ) or other requirement that does not contradict the education and experience statement on the class specification. A special requirement must be listed here in order to obtain selective certification.

Must maintain security clearance throughout employment.

Signature of Employee

Date

Signature of Personnel Official

Date

Approved:

Signature of Supervisor

Date

Signature of Agency Head or
Appointing Authority

Date